

## 1 CLAIM OR CLAIMS

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3 What is claimed is:

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5 1. In a system having a client computer system and a service provider computer

6 system programmed with a service implementation, an apparatus comprising:

7 a service level agreement manager disposed between the client computer system

8 and the service implementation, the service level agreement manager comprising:

9 an admission controller configured to control admission of the client

10 computer system to the service implementation using a service level agreement;

11 a performance measurement module in communication with the admission

12 controller and configured to measure performance of the service implementation;

13 and

14 a specification module in communication with the admission controller

15 and with the performance measurement module.

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17 2. The apparatus of Claim 1, wherein the specification module is configured to

18 compare service implementation performance data and client usage information.

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3. A method for service level formation, comprising:

providing a client computer system;

providing a service level agreement manager, the service level agreement manager having an admission controller, a specification module and a performance measurement module;

establishing communication between the client computer system and the service level agreement manager;

invoking the specification module of the service level agreement manager;

obtaining performance information from the performance measurement module;

obtaining usage information associated from the client; and

comparing the performance information and the usage information to determine if there exists a basis for forming a service level agreement.

4. The method of Claim 3, further comprising:

forming the service level agreement; and

providing the admission controller with specification information from the service level agreement formed.

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5. A method for managing system performance, comprising:
- providing a service level agreement manager;
  - providing a client organization;
  - providing a service organization;
  - forming a service level agreement between the client organization and the service organization;
  - receiving a request from the client organization to the service level agreement manager;
  - with the service level agreement manager,
    - determining if the request is within the scope of the service level agreement;
    - if the request is within the scope of the service level agreement, providing the request to a performance measurement module and to the service organization;
    - obtaining a result from the service organization in response to the request;
    - taking at least one performance measurement associated with performance response of the service organization to the request; and
    - checking the at least one performance measurement taken against the service level agreement.
6. The method of Claim 5, further comprising recording the at least one performance measurement.

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client.

The method of Claim 6, further comprising providing the result obtained to the

8. A network, comprising:

a plurality of client processes;

a plurality of service level managers;

at least one invocation infrastructure for communication between the plurality of client processes and the plurality of service level managers; and

each service level manager of the service level managers in communication with a respective service implementation.

9. The network of Claim 8, wherein the invocation infrastructure comprises a Common Object Request Broker Architecture.

10. The network of Claim 8, wherein the invocation infrastructure comprises Java Remote Method Invocation.

11. The network of Claim 8, wherein the invocation infrastructure comprises Hypertext Transport Protocol.

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12. A network, comprising:

2 a client process;

3 a first plurality of service level managers;

4 at least one invocation infrastructure for communication between said first

5 plurality of service level managers and said client process;

6 each service level manager of said first plurality of service level managers in

7 communication with a respective service implementation of a first plurality of service

8 implementations;

9 each said service implementation of said first plurality of service implementations

10 in communication with at least one service level manager of a second plurality of service

11 level managers; and

12 each service level manager of said second plurality of service level managers in

13 communication with a respective service implementation of a second plurality of service

14 level implementations.

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16 13. The network of Claim 12, wherein the invocation infrastructure comprises a

17 Common Object Request Broker Architecture.

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19 14. The network of Claim 12, wherein the invocation infrastructure comprises Java

20 Remote Method Invocation.

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22 15. The network of Claim 12, wherein the invocation infrastructure comprises

23 Hypertext Transport Protocol.

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